

## AZNET SLAs and Operations Scorecard - November 2008

Service Level Agreement	Target	SLA	Ticket Metrics			
			Ticket Count	Ticket Time	Average	
CRITICAL SERVICE LEVEL						
Severity Level I (MTTR)	see 1.1	0.00	0	0.00	0.00	
Severity Level II (MTTR)	see 1.2	-67.61	17	48.39	2.85	
Tier I Availability*	99.999%	100.000%	N/A	N/A	N/A	
Tier II Availability*	99.99%	99.994%	N/A	N/A	N/A	
Tier III Availability*	99.9%	99.992%	N/A	N/A	N/A	
Tier IV Availability*	98%	TBD	N/A	N/A	N/A	
Site Chronic Problem	see 1.3	14				
PMO Escalation	see 1.4	0%				
STANDARD SERVICE LEVEL						
Severity Level 3 Tickets Responded to on Time*	100%	100%		540	0	1.25
Trouble Tickets Not Reopened	98%	98.72%				
Service Requests Not Ticket Reopened	98%	99.32%				
On-Time Completion of Services*	95%	96.36%				
On-Time Completion of Projects*	95%	TBD				
Time to Dispatch* (Severity 1 & 2)	98%					
SYSTEM SERVICE LEVEL						
	September	October	November			
Severity Level I	-10.60	-7.39	0.00			
Severity Level II	-99.68	-63.56	-67.61			
Tier I Availability*	100.000%	99.970%	100.000%			
On-Time Completion of Service*	97.74%	98.50%	96.36%			
On-Time Completion of Projects*	TBD	TBD	TBD			

Operations						
All Trouble Tickets by Type	Count	%	Avg. Time	Sev 1	Sev 2	Sev 3
Legacy Voice	352	60%				
IPT	44	7%				
Data	104	18%				
Call Center	52	9%				
Security	38	6%				
<b>Total</b>	<b>590</b>	<b>100%</b>				
Volumes	Count	Notes	MAC Closed	Count	%	
Activities Created	2059		Voice Hard MAC	419	34%	
Activities Resolved	1960		Call Center Hard MAC	20	2%	
% Resolved	95%		Hard MAC Subtotal	439	36%	
Requests for Information	Count	Avg. Time	Voice Soft MAC	363	29%	
Requests	137		Call Center Soft MAC	0	0%	
<b>Total</b>	<b>137</b>		PON Change (BILL)	130	11%	
			Security (DRTC, SFWC, SPWR, SVPA, SVPD, SDUD, SDUA, SPRR)	8	1%	
			Non Billable (911A,911D,NSOF,PRMN,NHRD)	17	1%	
			Soft MAC Subtotal	518	42%	
			T&M Labor Voice (LBV1, LBV2, LBV3, LBVQ, VAAL)	11	1%	
			T&M Call Center (LBC1, LBC2, LBC3, LBCQ, CSUP, CDEV)	17	1%	
			T&M Data (LBD1,LBD2,LBD3,LBDQ)	21	1%	
AZNET Support Desk ACD Stats	Count	%	T&M Security (LBS1,LBS2,LBS3,LBSQ)	27	2%	
Offered	541		Equipment only (EQON)	8	1%	
Answered	499	92%	LVL1	192	16%	
Terminated (voicemail)	30	6%	Misc. MAC Subtotal	276	22%	
Abandon (hang-up)	12	2%	<b>Total</b>	<b>1233</b>	<b>100%</b>	
Avg. Time to Answer	8 sec.					

### Notes (Sample)

- Delivered Security Report
- Delivered Inventory Plan
- Look into MAC allocation for month of August.